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Hello Everyone!

Analyzing Quarterly Feedback

Over the last several months we have been collecting feedback from our customers and the F&V team to define expectations and to see how well those expectations are being met. We have spoken with 71 customers and 132 employees directly and defined 8 customer expectations and 10 team expectations.

Each quarter we will be asking for feedback on how well customer and team expectations are currently being met. Based on your feedback, the program can work on closing the gaps where expectations are not being met. Each program area will then hold a quarterly meeting to engage the entire team in developing process improvements to close these gaps.

You can read about the feedback findings each quarter as well as track progress in this newsletter!

Customer Satisfaction Feedback

Mutually Agreed Upon **CUSTOMER** Satisfaction Expectations 2014 Plan / Actual by Quarter

All Program Customer Feedback			Q1	Q2	Q3	Q4
Customer Expectation	Actual Baseline	Goal	Jan 1 – Mar 31	Apr 1 – Jun 30	Jul 1 – Sept 30	Oct 1 - Dec 31
Timely and Responsive Service	2.6	TBD	2.9			
Proactive Communication	2.8	TBD	3.1			
Professional Attitude and Conduct	3.0	TBD	3.2			
Collaborative and Flexible Spirit	2.8	TBD	3.2			
Effective and Efficient Operations	3.0	TBD	3.2			
Reliable and User-Friendly Technology	2.8	TBD	2.8			
Competent and Knowledgeable People	3.0	TBD	3.2			
Consistent and Accurate Inspections	2.8	TBD	3.0			

Common Working Approach

Customer Satisfaction Driven

Team Satisfaction Driven

Continuous Process Improvements

Commitment to meaningful feedback

Improving Satisfaction

Process Improvement	Customer Benefit	Team Benefit
Staffing Levels – we have hired 25 additional inspectors since fall 2013.	Customers will see an increase in service levels once our new inspectors are trained.	Workloads will be more manageable and will allow for more evenly distributed vacation time.
Tablets – we are working to replace our current outdated tablets with new technology.	With the new technology, Customers may see processing speeds increase.	Increase in reliability of tablets and greater assurance against data loss.
Yakima Check-In Process - Inspectors are no longer required to check in at the office before heading to the warehouses.	Inspectors are able to arrive at warehouses first thing in the morning when needed, allowing more timely service.	Inspectors are given the flexibility of when to get to the office to turn in paperwork.

Team Satisfaction Feedback

Mutually Agreed Upon TEAM Satisfaction Expectations 2014 Plan / Actual by Quarter					
All Program Team Feedback		Q1	Q2	Q3	Q4
Customer Criteria	Goal	Jan 1 – Mar 31	Apr 1 – Jun 30	Jul 1 – Sept 30	Oct 1 – Dec 31
Sufficient Staffing Levels	TBD	2.3			
Sufficient Tools, Resources & Training	TBD	2.4			
Accountability	TBD	2.4			
Team Culture	TBD	2.6			
Fair & Appropriate Compensation	TBD	1.9			
Equal Opportunity	TBD	2.2			
Treated with Trust and Respect	TBD	2.2			
Safe Work Environment	TBD	2.2			
Communication	TBD	2.2			
Realistic Expectations	TBD	2.2			

Obtaining Meaningful Feedback

The next quarterly feedback process will be starting before you know it! **YOUR** feedback will help identify problem areas and prioritize action plans as we work on closing the gap between reality and expectation.



The Wenatchee office digs into quarterly feedback

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Sharing the Success

Thank you to everyone for your patience and collaboration as we embark on this new journey.

If you see positive changes happening from process improvements please let us know! We'd like to include your stories in the quarterly newsletter!